

Complaints

The Andover Police Department is committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Andover, Massachusetts, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that all employees are guided by the principles that we must show respect for the citizens we serve and respect for the men and women of the Department.

A citizen complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint.

If you have a complaint about an employee, you can fill out the Police Complaint form located at the Andover Police Station. Please call 978-475-0411 if you have any questions or need assistance with the complaint procedure.

Complaints can be filed on actions by any Police Department employee.

Chief Patrick E. Keefe

Thank you for taking your time to let us know how the Andover Police Department can better improve the service we provide to the community. Policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

Where to file the form?

The Andover Police Complaint Form can be obtained during normal business hours (Monday through Friday from 8am to 4pm), and can be filed in person at the following locations:

24 Hours a day:

Andover Police Department

32 North Main Street

Andover, Massachusetts 01810

(978)475-0411 ext. 5058

*** Shift Commander's desk ***

** Request to speak with the on duty Shift Commander **